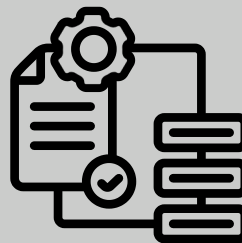


Essentials of Process Management

COURSE OUTLINE 2024



About Us



DIGILEAF Inc. is a solutions provider founded to alleviate the level of service quality awareness and practices in an organization. Its mission is to help businesses achieve organizational excellence through the development of its human resources and leveraging the use of technology in business.

DigiLEAF - Leading Excellence Among Fellows, provides cost effective quality training programs, audit, management, and consulting services. The company is servicing 350+ companies to date.



International Alliance of Quality Professionals (IAQP), registered in The Netherlands, was founded in 2009 by representatives of three countries namely, The Philippines, The Netherlands & Iran. The Alliance believes that by sharing policy, information and training, it will be able to strengthen the work of quality professionals embedde in any role in any organization, to foster the good practices in each industry in a specific region and to elevate these to an international level, thus forming best practices that could be replicated in other regions of the world as well.



Essentials of Process Management

Pre-requisite: NONE

This course opens up the world of process orientation and process improvement. It discusses the principles and applications of process analysis, design, and development. This course covers the techniques and methods to fully equip anyone who will be involved in problem solving or process improvement initiatives. This course also includes the discussions of best practices contained in eTOM, which can be used as basis for process design and improvement efforts.

Training Objectives

At the end of the course, the participants will be able to:

1. Determine appropriate process management approaches.
2. Use best practices in process analysis, design, and documentation.
3. Illustrate process maps.
4. Identify techniques for correcting or preventing problems.

Topics

I. Introduction

- a) Origins of Process-orientation
- b) Definitions of Process-related Terms
- c) Principles of Process Management

II. Using SIPOCO

- a) Elements of a Process
- b) How to model a SIPOCO diagram
- c) Uses of SIPOCO diagram

III. Process Analysis, Design & Documentation

- a) Techniques in Process Analysis
- b) Process Model
- c) Process Map

IV. Problem Solving Concepts

- a) Persistent vs. Isolated Problem
- b) Types of Quality Problems

V. Introduction to Problem-solving Methods

- a) Solving Process-related Problems
- b) Meaning of a Lean Process
- c) Applying Kaizen in Process Improvement
- d) Mistake Proofing the Process (Poka-Yoke)

INQUIRE TODAY!

FAQs



How much this module cost?

Each module is priced at ₱20,350 (VAT exclusive). Discounts are available for group registrations:

- 3 pax: 15% OFF
- 4-7 pax: 20% OFF
- 8-15 pax: 25% OFF + 1 sit-in
- 16+ pax: 30% OFF + 3 sit-ins

How will the training be conducted?

The training is a combination of synchronous (live online) and asynchronous (self-paced) sessions. The sessions are typically (unless changed) scheduled as follows:

- Synchronous: 1:00 PM to 4:00 PM on scheduled dates
- Asynchronous: 9:00 AM to 3:00 PM on scheduled dates

What is included in the course fee?

The course fee includes:

- Access to the DigiLEAF Learning Management System
- Training materials
- Pre- and post-assessments
- Certificate of completion for each module

What are the responsibilities of participants during the training?

For both public and corporate trainings, participants are expected to:

- Have a laptop available during the exercises.
- Actively participate in discussions and group activities.
- Complete all assignments and pre- and post-assessments to qualify for certification.

Can I access recorded sessions if I miss a synchronous session?

Yes, participants will have access to recorded asynchronous training sessions through DigiLEAF's Learning Management System. You can review these sessions at your convenience.



How can I pay for the training?

Payment can be made via bank transfer or cheque, and details will be provided in the billing statement. The invoice will be sent to the participant's email address after confirmation of registration.

What is the cancellation policy?

If you need to cancel your registration:

- You must inform DigiLEAF at least three working days before the first training day to avoid a 50% cancellation fee.
- Participant substitution is allowed if you notify DigiLEAF at least two business days before the session.

What happens if DigiLEAF cancels the training?

In case DigiLEAF cancels the training, participants will receive a full refund. No cancellation fees will be charged.

Is it possible to reschedule a corporate training?

Yes, corporate training can be rescheduled with at least five working days' notice before the scheduled training date. The rescheduling will depend on the availability of trainers and participants.

Can I see the other Certified Business Process Specialist (CBPS) course outlines?

Of course! You can see them [HERE](#).

Get In Touch

ANNA ORTEGA

Training Coordinator



+63917 777-0435

+6328 841-7187

@annaortega@digileaf.com



INQUIRE TODAY!

enroll@digileaf.com | +63917 777-0435 or +6328 841-7187

